



**CONSUMER  
& INDUSTRY  
SERVICES**

*"Serving Michigan...  
Serving You"*

# e-DISCUSSIONS

VOLUME 25 - September 2002

## **Gov. Engler Names Noelle Clark as CIS Director**

Governor John Engler announced the appointment of Noelle A. Clark as director of the Michigan Department of Consumer & Industry Services, effective August 13.

Governor Engler said, "Her extensive background as a businesswoman and her leadership in business organizations will serve the people of Michigan well."

Clark, of Lansing, is vice president of the Hasselbring-Clark Company, one of Michigan's largest distributors of Canon office equipment. The Governor has appointed her to the Michigan Workforce Investment Board, to which she was appointed this year, and the board of the Michigan Jobs Commission, on which she served from 1993 to 1999. Clark serves on the National Board of Directors for the National Federation of Independent Business and is a former board member of the Michigan Chamber of Commerce and the Lansing Regional Chamber of Commerce. Clark was named "Entrepreneur of the Year" by the Greater Lansing Business

## *From the Director*

*by Noelle A. Clark*

When Governor John Engler recently asked me to serve as director of CIS for the final five months of his administration, I thought this would be a great opportunity for me to step in as a private citizen and business leader and see the workings of state government from the inside. I can tell you after my first few weeks on the job just how pleasantly surprised by how similar CIS functions in much the same ways as the thousands of Michigan family and corporate owned businesses we have registered with our Corporation Division. For example, I've found that CIS directors use the same caution and discipline in the spending of our tax dollars as a business owner who wants to get the best value for his or her hard-earned dollar.

Like many of you I've worn many hats throughout my lifetime, in my case as a business owner and active member of the NFIB and as a parent, grandparent and caregiver. It has been fascinating to see how often CIS touches the average consumer's life on a regular basis - from licensing health professionals, inspecting the workplace, to regulating financial institutions - CIS is on the job of protecting and serving Michigan's 10 million residents each and every day. I firmly believed the best way to learn about CIS was to get hands on experience so I recently tagged along with CIS Child Care Licensing Consultant Andrew McKellar on his inspections of child care providers. What a great experience it was to hear firsthand from our inspectors and the people they interact with on a regular basis.

While my tenure as director with CIS will be brief, we have many goals and objectives to accomplish in the months ahead. One of these top priorities is to make filing jobless claims accessible via the Internet and phone to better serve jobless workers and the businesses of our state. I've toured the Remote Initial Claim center and have met with BWUC and technical staff on the project and can tell you we are right on track to reaching this goal. You will hear more about this and other ongoing project updates in future e-Discussion updates!





# CIS Employees: Let's Bring Home the Capitol Cup!

Do you love a challenge? This one can't be beat - because everyone is a winner!

What: 2002 begins the First Annual SECC Capitol Cup Challenge - an exciting addition to the State Employees Combined Campaign tradition.

Why: To increase statewide participation, and results, in the annual State Employees Combined Campaign.

Who: All State of Michigan departments, divided into two divisions - those with more than 1000 employees and those with less than 1000 employees.

How: YOU have control. Decide to participate in the SECC by completing your pledge form AND by getting your friends and co-workers to participate. The SECC Capitol Cup is awarded to the leader in each of two divisions that has the largest per capita gift (the average gift based on the total number of employees in a department). The department with the most improved rate of participation is also a winner.

The When: NOW - decide TODAY to submit your pledge form (paper or on-line).

The Result: Two recipients of the SECC Capitol Cup and thousands of dollars raised to improve our communities.

The Prize: A beautiful traveling silver bowl awarded to each division winner. Winning departments receive an engraved replica of the silver bowl as a memento of their success. A replica silver bowl will also be awarded to the department with the most improved rate of participation.



*partners in caring*  
State Employees Combined Campaign  
State of Michigan

CIS Employees: Please support your community through the 2002 state employees combined campaign (SECC). The campaign is your opportunity to strengthen the quality charitable programs in your county and across the state that you choose from an extensive list of programs. The campaign has started, and your feedback has made participating even easier this year: you can use your paper pledge form or use your HRMN self-service account (available by Intranet any day except Tuesday-Thursday of a non-pay week).

This year, we are asking all who may not have participated in previous years to make a contribution. A deduction as small as \$2 per pay period will go a long way. Please join your fellow workers in supporting our communities.

For more information, visit the SECC web site at <http://www.misecc.org>, or talk to one of your department volunteers. Thank you for helping,

**William St. Amour, 2002 SECC Steering Committee Chair**

Check out the CIS' Vacancy Hotline, (517) 373-1193, the Office of Human Resources Intranet web page or <http://www.michigan.gov> for job vacancies.



## Dog Day at CIS



Free hot dogs and chips were distributed to CIS employees from the 3rd, 4th & 5th floors of the Williams Building at an end of summer picnic on Sept. 17th. The picnic was hosted by the CIS Fun Committee, a group which holds fundraisers to host fun events throughout the year for CIS employees housed in the Williams Building.



*Above, CIS Director Noelle A. Clark (center) is joined by FUN Committee members Karen Gagnon (Office of Policy & Legislative Affairs) and John Hubinger (Bureau of Health Systems).*



*Above, Barb Edmonds (Purchasing), Deputy Director Ronald Basso, and Patti Brace (CIS Executive Office).*



*Above, CIS employees enjoy one of the last sunny days of summer and a free lunch. At right, FUN Committee member Nancy Benjamin (CIS Media Office) and her husband, Ken Benjamin, oversee the grill.*







### Happy Birthday Michigan.gov! More Services, Traffic & Awards

Governor Engler recently gave a one year progress report on the new state web portal - <http://www.michigan.gov>. The revolutionary new portal was launched in July of 2001, and traffic to the customer-friendly site has soared, climbing from an average of 100,000 weekday page views to more than 525,000 daily views. The site has also garnered more than one dozen awards, including most recently three top 10 ratings in the Digital State Survey compiled by the Center for Digital Government and the Progress and Freedom Foundation.

"Use of Michigan.gov is growing because the number of services is growing," said Governor Engler. "More than 100 services are up and running - on your time, not ours."

Governor Engler announced the availability of two new services - online lesson plans for teachers and a business startup function. The new Sample Curriculum and Plans for Education page provides practical



Governor Engler with members of the e-Michigan team. Left to right: Sharon Malone, Jim Wieber, Diane Webster, Anne Nolan, Mark Rutledge, Governor Engler, Narayan Sivaraman, Stephanie Comai, Dawn Brennan, Deb Christensen, Ric Tombelli, and Tonyia Gonzalez

curriculum support for classroom teachers complete with lesson plans, activities, assessments and homework assignments.

The new Business Startup function allows entrepreneurs to provide their information and then automatically adds that data to the proper forms from among 26 potential documents. The interactive system also guides users through the process of completing the forms. Customers must still mail them in, but Governor Engler noted that the entire process will be online later this year.

Governor Engler

announced other services available by the end of the year include online applications for unemployment benefits, filing and search of the uniform commercial code, applications for day care, Internet billing for foster care and a special, new kid's page, among many others.

e-Michigan functions are being transferred by executive order to the Department of Information Technology (DIT). Teresa Douglass will serve as acting director of e-Michigan until the transition to DIT is complete on October 2.

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### Team Work Makes CIS Web Site Redesign a Success

CIS recently launched its redesigned web site, which has now been incorporated into the e-Michigan state government web portal. The new CIS website represents the latest enhancement to the award-winning Michigan.gov web portal. The site, located at <http://www.michigan.gov/cis> furthers Michigan's ability to ensure a single face of government to citizens. The new CIS site includes many important features designed to increase citizens' access to Michigan's services.

CIS Director Noelle Clark said, "I wish to thank William Bailey and his team in the Bureau of Technology Services, as well as the many other CIS employees, who helped make this web site launch a success. I've received wonderful feedback from consumers and business representatives about the web site. I wanted to share the names of the CIS and e-michigan individuals who deserve special recognition for the countless hours they devoted to making the transition to the new web site as seamless as possible for our customers and employees."

***CIS Webteam - John Henry, Brent Smith, Brian Lark, Daphne Joyce, Edward Kodish, Jennifer Battin, Mary Ellen Karsten, and Nicole Smith***

**The web site is grouped into the series of topically based themes. These themes and individuals who contributed are:**

***Inside CIS - Karen Gagnon and Brandy Chapman***

***Commercial Services and Corporations - Marcy Felice***

***Construction Codes and Fire Safety - Kathy Stump and Nancy Johnston***

***Family and Health Services - Tom Freebury, Bruce Matkovich, Celeste Meriwether, Wendy Helmick, Tim Hickman, Jan Wilson, and Dana McCarrick***

***Financial and Insurance Services - Doug Cook and Cathy Kirby***

***Hearings, Appeals and Mediation - Denise Hinneburg, Barbara Sierra, Marijo Wakley, and Ruth Miller***

***Liquor Control - Angela Bunker***

***Workplace Safety and Health - Nella Davis-Ray, Jenelle Thelen, Katie Benghauser, Christine Hundt, Claudia Nevins and Kim Weaver***

***Bureau of Workers' & Unemployment Compensation - Kathy Rademacher, Kim Ernzer, Georgia Harris, Wendy Reed, Troy Smith, William Disessa, and William Cunningham***

***Michigan State Housing Development Authority - James Wilfong***

***Public Service Commission - Jeffery Pillon, Alex Morese, Claudia Perry-St. Andre, Daniel Blair, William Bokram, Scott DeVries, Ron Howe, Mary Jo Kunkle, Esther Lamb, Tanya Paslawski, Angela Pruitt, Mark Smith, and Tom Stanton***

***Excellent support was supplied by e-michigan - Sharon Malone, Ric Tombelli, Dawn Brennan, John Thompson, Deb Christensen, Anne Nolen, and Diane Webster.***

**THANK YOU TEAM MEMBERS!**



## Bureau of Health Systems Employee Ken Yale Participates in National Marrow Donor Program

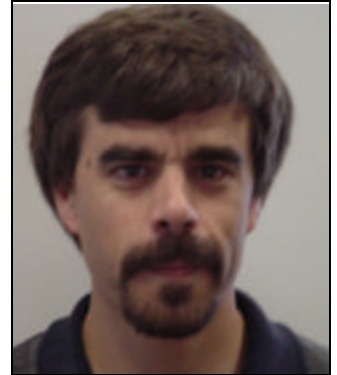
Ken Yale, a health physicist with the Radiation Safety Section, Bureau of Health Systems, graciously made a peripheral blood stem cell donation to the National Marrow Donor Program (NMDP) for transplantation to an unrelated, unknown person with leukemia. Ken got into the NMDP registry by volunteering to donate for a person in his hometown of Gunnison, Colorado. He was not a match for the proposed recipient at that time.

For the procedure, Ken had a physical exam and then received injections for 5 consecutive days. The injections were a stem cell growth factor medication that increases the number of stem cells released from the marrow into the blood stream so the stem cells can be collected. After the last injection, his blood was removed from a vein in one arm and passed through a blood cell separator machine that collects the stem cells. Then the remaining blood was returned through a needle in his other arm. Ken had to undergo harvesting of stem cells for 6 hours on each of two consecutive days. Ken said it was a "reasonably painless procedure", except for experiencing flu-like symptoms during the injection period.

Ken added, "It only takes a simple blood test to be placed on the national registry. The registry is particularly in need of persons of African-American and Hispanic descent."

Ken has an M.S. degree in physics from the U of M and joined the Radiation Safety Section of the Bureau in 1995. Prior to that, he spent 7 years as a pilot in the U.S. Navy. He flew the A6 Intruder while supporting the effort of patrolling the no-fly zone over Iraq immediately after Desert Storm. We are proud to have Ken Yale, with his record of unselfish charity and service to his country, in our Bureau.

For more information on the National Marrow Donor Program, visit their website at <http://www.marrow.org>, or call 800-968-4283, extension 330.



**"It only takes a simple blood test to be placed on the national registry. The registry is particularly in need of persons of African-American and Hispanic descent."**

**-Ken Yale  
Health Physicist  
BHS Radiation  
Safety Section**

## The First Steps to Becoming a Volunteer Stem Cell Donor

A person of any race, ethnicity or gender who is 18 to 60 years old and in general good health can become a volunteer stem cell donor. The first step in becoming a donor is to contact an NMDP Donor Center or Recruitment Group to arrange to have a blood test.

Michigan donor centers certified to work with the

**National Marrow Donor Program (NMDP) are:**  
**American Red Cross Great Lakes Region**  
**1729 East Saginaw**  
**Lansing, MI 48909**  
**800-968-4283 ext 366**

**Michigan Community Blood Centers**  
**1036 Fuller Avenue, Northeast**  
**P.O. Box 1704**  
**Grand Rapids, MI 49501-1704**  
**616-233-8604**  
**<http://www.miblood.org>**



**American Red Cross Blood Services Southeastern Michigan Region**  
**100 Mack Avenue**  
**P.O. Box 33351**  
**Detroit, MI 48232-5351**  
**313-494-2774**





## PSC Offers Tips on Selecting Telephone Calling Card

A telephone calling card provides a convenient way for persons to place calls while away from home. Calling cards eliminate the need for using coins at a payphone or having to bill the telephone account from where you place a call.

### *What types of calling cards are available?*

Standard calling cards are typically issued by a local or long distance telephone company and charges for calls appear on your monthly telephone bill. Calling cards are also available as a combination credit card/calling card, where the card serves as a standard credit card with which you can make purchases, and also use it to place telephone calls by using a personal identification number. All charges to the credit card, including telephone calls, are billed to the credit card account.

Prepaid calling cards are issued for a specific amount of \$\$\$, usually in denominations ranging from \$5 to \$100, and are usable for a certain number of calling minutes, ranging from 10 to more than 100 minutes. Prepaid calling cards are issued by local and long distance telephone companies and other companies whose businesses are not telephone related. The cards are sold at retail outlets. With each use, the call's cost is deducted from the card's balance. Generally, periodic voice prompts tell you how much time you have left on the card.

### *How do you choose a calling card?*

First determine your individual calling needs. Do you need to make a high number of calls to different numbers while traveling, or do you need to budget each call? The standard calling card may offer the most flexibility by allowing you to place a call from any telephone, make international calls, and talk as long as you like. Whereas, prepaid calling cards are useful if you do not have long distance service and want to limit your talk time. Once you understand your telephone usage patterns, shop around to determine the calling card that is best for you. Read the fine print and obtain written information on conditions and directions for use of the card.

### *Who can help with a problem?*

If you have problems or questions related to a standard calling card, contact the card issuer. Complaints regarding prepaid telephone calling cards can be made to the International Telecard Association at 800.333.3513.

## **\$5 million in Low-Income & Energy Efficiency Fund Grants Approved**

The Michigan Public Service Commission approved a third round of grants on Aug. 20 totaling more than \$5 million from the Low-Income and Energy Efficiency Fund, which provides shut-off and other protection for low-income customers and promotes energy efficiency for all customer classes.

The third round grants focused on projects showing the most promise to assist low-income residents in a variety of housing, use energy more efficiently and reduce the need for assistance in paying energy bills. Grant recipients include: the Community Economic Development Association of Michigan (\$203,840); Consumers Energy Company (\$351,500); Metro Neighborhood Housing and Community Development (\$987,500); The Michigan Community Action Agency Association (\$2.7 million); Nova Development Group (\$506,145); The United Way Community Services/Nonprofit Facilities Center (\$250,000); and Washtenaw Affordable Housing Corporation (\$26,000). The Commission approved the first round of grants on Feb. 21 to eight human service organizations totaling \$27.4 million to immediately address the needs of low-income customers during the heating season. The Commission approved the second round of grants on July 23 totaling nearly \$12.2 million to nine organizations to develop or improve the quality or application of energy efficient technologies or create and expand the market for such technologies.



## Employers May File Wage Detail Reports On Line

Michigan employers asked for it, the Bureau of Workers' & Unemployment Compensation (BW&UC) delivered! Employers may now file their quarterly Wage Detail Reports (UC 1017) on line using the Bureau's Internet-based "1017e" and Employer File Submission (EFS) service.

"This service is a great one-stop service for our customers and a fine example of both Gov. Engler's e-commerce initiative and teamwork among BW&UC staff from various departments," Bureau Director Jack Wheatley said. "Our people really pulled together to make this happen at a time when we have a lot of other challenges."

The service is easy, fast, secure, convenient and good for employers' bottom line. It frees employers from handling paper, tapes, packaging and postage. It is a benefit to employees, too, because wage information is recorded within hours of being sent by employers.

Wage reports provide BW&UC with important information on individual workers' earnings needed to establish monetary eligibility for unemployment compensation.

The 1017e is perfect for those who employ a small number of people and typically report on paper. The EFS feature was created with large, tape-filing employers in mind.

Before employers use either the 1017e or EFS, they must first establish a Web account. Such accounts are necessary so that unauthorized people cannot view sensitive data or submit false information. Using BW&UC's on-line Account Manager, employers may create and manage their Web accounts and view detailed activity logs.

With the Account Manager, employers may authorize others to act on their behalf. Employers could authorize one employee to perform a function while another employee performs a different function, or they could authorize their accountant to submit filings. Either way, employers are empowered to manage their own Web accounts.

The Bureau is rolling out the 1017e and EFS for Wage Reports that are due by Oct. 25, 2002. The launch follows a successful, phased-in pilot project. The service is available on the BW&UC's Web site at <http://www.michigan.gov/bwuc/>.

**"This service is a great one-stop service for our customers and a fine example of both Gov. Engler's e-commerce initiative and teamwork among BW&UC staff from various departments."**

Jack Wheatley  
BW&UC Bureau Director

## Brown Bag Lunch Series Videos Available

A series of videos on topics of interest to all CIS employees is available through the BW&UC Center for Learning and Development. The videos are taped sessions of the "Brown Bag Lunch" seminars, which are sponsored several times throughout the year by the Equal Opportunity Office. The sessions, held over the noon hour, allow participants to bring their lunch and learn about issues that affect them as state employees.

Available for loan are tapes on the following topics:

- Civil Service Changes in the application process;
- Social Security;
- Employee Services Program(ESP);
- Emergency Preparedness; and
- HRMN self-service

The tapes are produced by the BW&UC External Relations office.

To borrow a copy of one of the tapes, contact Karen Cunningham at (313) 456-2475.





## BW&UC Receives High Level Visitor At Cadillac Place

In August, perched on the ledge outside the 13th floor Director's Conference room was one of a pair of Peregrine falcons who make their home in Detroit's New Center area.

Those lucky enough to sit near windows in Cadillac Place can occasionally catch a glimpse of a falcon zooming by and hear its screeching call. It is highly rare for one to sit quietly for a photo shoot.

Falcons were brought to Detroit and other urban areas as part of an effort to restore peregrine falcon populations in the U.S. The falcon in the photograph makes its home on a roost on the Fisher Building.

The Fisher Building falcons are part of a recovery effort that also includes nesting pairs at the Monroe Power Plant, the Ameritech Building and the Whittier Building in Detroit; and at locations in Grand Haven and



*A peregrine falcon poses for a picture during a brief stop at Cadillac Place in Detroit.*

Lansing.

For more information on the peregrine falcons, visit

<http://www.michigan.gov/dnr> or <http://www.dteenergy.com/community/environmental/wildlife.html>.

## BW&UC Processes Sept. 11 Federal Jobless Checks

As the country commemorates the anniversary of the September 11 terrorist attacks, BW&UC continues to work on completing a federal program aimed at helping workers who were unemployed as a result of the attacks and the ripple effects on the economy.

Temporary Extended Unemployment Compensation (TEUC), which went into effect in Michigan last March, extended the duration of unemployment insurance benefits to workers who lost their jobs after September 11 and had exhausted all of their regular state benefits.

Once the word was given that the federal program was approved, BW&UC workers sprung into action, issuing over 22,000 benefit checks totaling more than \$11 million in just the first two weeks. Michigan was among the first to pay benefits.



## Office of Policy & Legislative Affairs

### CIS Energy Office Awards Grants for 6 Michigan Energy Demonstration Centers *4,000 Consumers Expected to Learn About Energy Efficiency from Seminars & Tours*

Michigan Department of Consumer & Industry Services Director Noelle A. Clark announced today the CIS Energy Office is distributing \$129,360 in energy grants for local energy demonstration centers in six Michigan communities: **Ann Arbor, Detroit, Dimondale, East Lansing, Grand Rapids, and Oxford.**

Clark said, "Energy demonstration centers allow home owners and builders to see energy efficient products and materials in use so they can consider using these alternatives for existing or new homes. Community efforts to help homeowners reduce their energy costs are an effective way to help consumers save money and protect our environmental resources at the same time."

Planning grants will be awarded to three non-profit organizations to help them establish new local energy demonstration centers:

- ♦ Alliance for Environmental Sustainability (Grand Rapids) \$12,500
  - ♦ Great Lakes Renewable Energy Assoc. (Dimondale) \$12,500
  - ♦ WARM Training Center (Detroit) \$25,000
- Grants will be awarded to make it possible for

three existing centers and the three new centers to conduct energy efficient home seminars and tours of the energy demonstration centers:

- ♦ Alliance for Environmental Sustainability (Grand Rapids) \$8,000  
Website: <http://ermisweb.cis.state.mi.us/glrea/>
- ♦ Great Lakes Renewable Energy Assoc., (Dimondale) \$8,000  
Website: <http://comnet.org/local/orgs/warm-training/>
- ♦ Recycle Ann Arbor (Ann Arbor) \$18,000  
Website: <http://www.recycleannarbor.org/>
- ♦ Urban Options (East Lansing) \$30,360  
Website: <http://urbanoptions.org/>
- ♦ Upland Hills Ecological Awareness Center (Oxford) \$8,000  
Website: <http://www.uheac.org/>

Clark said, "We expect 4,000 homeowners and renters will benefit by learning about energy efficiency during these energy demonstration center seminars and tours."

### CIS Awards Grant to City of Grand Rapids to Turn Cooking Oil Into Fuel

The CIS Energy Office has awarded a \$20,000 energy grant to the City of Grand Rapids to convert waste vegetable cooking oil into biodiesel. The City will also launch an educational campaign to inform citizens about the project and its environmental benefits.

Due to improper disposal, used cooking oil has become a problem for many wastewater treatment facilities. This innovative project will collect used cooking oil from restaurants and process the oil to produce biodiesel. The biodiesel will then be used in the city and possibly other local vehicle fleets.

"Not only will this project provide a cleaner, renewable fuel, it will also utilize an abundant waste product," said CIS Director Noelle Clark. "There are many advantages to using renewable sources of energy. They can be produced domestically thereby reducing our dependence on foreign oil, and they can keep more profits in our communities by providing local employment."







## Team Offers Support to Peers Responding to Accidents & Fatalities

Can you imagine what it's like to be called out of bed at 1:00 a.m. to investigate a workplace fatality?

As part of their job duties, MIOSHA compliance officers investigate fatalities, explosions and major accidents resulting in death or a serious illness or injury. When investigating critical incidents, these officers are confronted with scenes of horror and destruction, as well as the pain and anguish from those involved.

Bureau administration formed the MIOSHA Peer Support Team (PST) to help compliance officers after critical investigations. The PST is a voluntary group which provides confidential, emotional support, resource information and education to their co-workers about the normal nature of stress reactions after responding to a critical incident.

The PST team is composed of 14 employees. Doug Kalinowski, BSR Deputy Director, facilitates team activities. An outside consultant serves as the clinical coordinator, and oversees the delivery of the mental health component, and trains team members.

How does the PST program work?

When a compliance officer responds to a critical incident, the PST program coordinator is notified. The coordinator assesses the nature of the critical incident, and if necessary, assigns a PST member.

Once a PST member has been assigned, they contact the compliance officer within 72 hours. The PST member is available to provide emotional support, and places follow-up calls as needed. They don't diagnose, evaluate, or make assessments or recommendations. Their confidential role is to listen and provide support.

In addition, the PST can arrange for a special meeting with the clinical coordinator for a debriefing. A debriefing is a confidential, non-evaluative discussion of the involvement, thoughts, reactions and feelings resulting from the critical incident. It serves to mitigate the stress impacts and includes educational and informational components.

To date, team members have made more than 150 contacts. The PST has provided an excellent vehicle to assist compliance officers in their response to accident investigations. If you are interested in learning more about the PST, feel free to contact BSR administration at 517.322.1814.



*(Back Row L to R) Jeff Silva (Co-coordinator), Lee Jay Kueppers, Kevin Gilday, James Pike, and James Zoccoli. (Middle Row L to R) Melodie Alzner, Robert Triplett, Doug Kalinowski (Team Facilitator), and Tara McBride. (Front Row L to R) Jeffery Kelly, Gary Fancett, John Byrne and Robin Spaulding (Co-coordinator).*





# CIS Presents Additional Nursing Scholarships

Director Noelle Clark announced today that the Michigan Department of Consumer & Industry Services (CIS) is presenting \$26,400 to six colleges and universities to provide scholarships for students in registered nurse programs.

Each of the six colleges and universities are receiving \$4,400 nursing scholarship grants as part of a program initiated in 2000 by CIS to address a national shortage in the nursing profession. The Michigan Board of Nursing, a CIS board of health professionals and public members appointed by Governor John Engler, proposed a scholarship fund after it determined a need for nursing professionals based on state and national health data.

Clark said the state program disbursed \$225,000 in its first year to Michigan colleges and universities to train 45 advanced practice nurses to work in medically underserved communities. The program is expected to provide more than \$202,000 scholarships this fiscal year for students pursuing an associates or bachelor degree to become a registered nurse.

“The response to the program by the eligible Michigan colleges and universities has been very enthusiastic. Health care statistics indicate a need for nursing professionals across the nation, and Michigan is certainly no exception,” Clark said. “Our goal is to have the scholarship recipients working in different counties in Michigan to provide better coverage in areas where their vital services are needed the most.”

The scholarships will provide a one-time grant to students for tuition, books and fees. Receiving the scholarships are: Oakland University School of Nursing; Grand Valley State University Kirkoff School of Nursing; Gogebic Community College Department of Nursing; Montcalm Community College Department of Nursing; Delta College Division of Nursing; and Ferris State University Department of Nursing and Dental Hygiene.

CIS invited 46 Michigan schools with accredited nursing programs to apply for participation in the scholarship program. Educational institutions which have already received this year’s scholarships include: Finlandia University, Bay De Noc Community College, Wayne State University, Davenport University, Southwestern Michigan College, St Clair County Community College, Madonna University and Kirtland Community College.

To see the Study on Current and Future Needs of the Professional Nursing Workforce in Michigan, please visit: [http://www.michigan.gov/documents/cis\\_fhs\\_nursrpt\\_34456\\_7.pdf](http://www.michigan.gov/documents/cis_fhs_nursrpt_34456_7.pdf)

### *Universities & Colleges Receiving Next Round of Scholarships to Address National Nursing Shortage*



- Oakland University School of Nursing
- Grand Valley State University Kirkoff School of Nursing
- Gogebic Community College Department of Nursing
- Montcalm Community College Department of Nursing
- Delta College Division of Nursing
- Ferris State University Dept. of Nursing & Dental Hygiene



# OFIS Warns Consumers of Nigerian E-mail Scam

The Michigan Office of Financial and Insurance Services (OFIS) recently received an email supposedly from Nigeria soliciting assistance for depositing money and offering payment for that assistance. We didn't fall for it and neither should you.

"The United States Department of Justice and the Department of the Solicitor General of Canada have issued a special report advising the public not to respond to these email solicitations," said OFIS Commissioner Frank M. Fitzgerald. "In addition, consumers should not provide financial information or send money in response to any email that they receive from an unknown source."



The latest version of this scam is an email from relatives of a Nigerian military family asking for assistance in depositing money so that the Nigerian government will not confiscate it. The solicitation asks for financial account information or money to cover expenses of the transfers. The names used in this solicitation have been featured on web sites that compile scam information.

The special report regarding this solicitation is available at <http://www.usdoj.gov/criminal/specrptrv2africaemailjuly02.htm>. If you have lost funds as a result of these solicitations or have other questions, you can contact the United States Secret Service at 202-406-5850. The Department of Treasury has a bulletin about this solicitation at <http://www.ustreas.gov/usss/alert419.shtml>. Copies of any emails that solicit these funds can be forwarded to the Federal Trade Commission at [uce@ftc.gov](mailto:uce@ftc.gov) for inclusion in the Commission's "spam" database.

"Educating ourselves about any offer, especially those that seem too-good-to-be-true, is the best protection against scams like these," added Fitzgerald. "Scams like these make education programs like Jump\$tart teacher training being provided today in Detroit even more important."

For more information on Jump\$tart, visit <http://www.mijumpstartcoalition.org>.

## Secret Service Offers Nigerian E-mail Scam Warning Signs

- ♦ In almost every case there is a sense of urgency;
- ♦ The victim is enticed to travel to Nigeria or a border country;
- ♦ There are many forged official looking documents;
- ♦ Most of the correspondence is handled by fax or through the mail;
- ♦ Blank letterheads and invoices are requested from the victim along with the banking particulars;
- ♦ Any number of Nigerian fees are requested for processing the transaction with each fee purported to be the last required;
- ♦ The confidential nature of the transaction is emphasized;
- ♦ There are usually claims of strong ties to Nigerian officials;
- ♦ A Nigerian residing in the U.S., London or other foreign venue may claim to be a clearing house bank for the Central Bank of Nigeria;
- ♦ Offices in legitimate government buildings appear to have been used by impostors posing as the real occupants or officials.

*Source: U.S. Secret Service, U.S. Department of Treasury*



# Consumer Fire Safety Tips for Fire Prevention Week Oct. 6-12

Every fire safety team starts with firefighters - but they can't do it alone. Effective fire safety depends on teamwork. That's why the theme for this year's Fire Prevention Week (FPW) is "Team Up for Fire Safety™." It's a simple idea: team up with the people with whom you live, work, play, and worship so that all of you will be better prepared to prevent, and if necessary, survive a home fire.

The National Fire Protection Association has officially sponsored Fire Prevention Week since the observance was first established in 1922. The history of Fire Prevention Week has its roots in the Great Chicago Fire, which began on October 8 but continued into and did most damage on October 9, 1871. In just 27 hours, this tragic conflagration killed more than 250 people, left 100,000 homeless, destroyed more than 17,400 structures and burned more than 2,000 acres. That's 80 years of raising public awareness about the dangers of fire and how to prevent it. Fire Prevention Week 2002 is October 6-12.

This year's Fire Prevention Week campaign touches on three simple but essential safety lessons that everyone can learn: **Installing and testing smoke alarms, practicing home escape plans, and hunting for home hazards.** See tips from the NFPA on pages 14-15 or <http://www.firepreventionweek.org>

### *Safety Tips: Installing/testing smoke alarms*

Ceiling-mounted alarms should be installed at least four inches away from the nearest wall.

Install smoke alarms Listed (examined and tested to appropriate product safety standards) by a qualified testing laboratory on every level of your home, including the basement (but not unfinished attics).

Make sure there is an alarm in or near every sleeping area.

Mount the smoke alarms high on ceilings or walls – remember, smoke rises. Ceiling-mounted alarms should be installed at least four inches away from the nearest wall; wall-mounted alarms should be installed four to 12 inches away from the ceiling. Don't install smoke alarms near windows, outside doors, or ducts where drafts might interfere with their operation.

Don't paint your smoke alarms; paint or other decorations could keep them from working when you most need it.

Test your smoke alarms at least once a month by using the alarms' "test button."

Tips for keeping your smoke alarms working properly:

Never use an open-flame device to test the alarm as you could burn yourself or start a fire. If the smoke alarm manufacturer's instructions permit the use of an aerosol smoke product for testing the smoke alarm, only use one that has been Listed by a third-party product testing agency, and utilize it in accordance with the product instructions.

Replace the batteries in your smoke alarms once a year, or as soon as the alarm "chirps," warning that the battery is low. Helpful hint: schedule battery replacements for the same day you change your clock from daylight to standard time in the fall.

Regularly vacuuming or dusting your smoke alarm following manufacturer's instructions can help keep it working properly.

Replace your smoke alarms once every 10 years.

Never "borrow" a battery from a smoke alarm.





### *Safety Tips: Hunting for Home Hazards*

Never leave cooking food on the stovetop unattended, and keep a close eye on food cooking inside the oven.

Keep cooking areas clean and clear of materials that could catch fire, such as pot-holders, towels, rags, drapes and food packaging.

Give space heaters plenty of space. Space heaters should be at least three feet away from anything that could burn. Always make sure to turn heaters off when leaving the room or going to bed.

Create a "kid-free zone" around the stove, keeping children and pets at least three feet away from the cooking area.

Solid-fueled heating equipment, including chimneys, chimney connectors, fireplaces, and wood or coal stoves should be inspected by a professional every year and cleaned as often as necessary. This also applies to all other types of fueled heating equipment, including central furnaces and

space heaters. Read NFPA's home heating fact sheet.

Lit candles should be monitored constantly by an adult and extinguished when adults leave the room or go to sleep.

If there are smokers in your home, make sure ashtrays are large and deep and won't tip over. Douse cigarette and cigar butts with water before discarding them.

In the hands of an adult who knows how to use it, a portable fire extinguisher can save lives and minimize property damage by putting out a small fire or containing it until the fire department arrives. But never forget that fire spreads rapidly. Your first priority should always be to get out of the house.

### *Safety Tips: Home Fire Escape Plans*

Fire can grow and spread through your home very quickly. It's important that you be prepared to react as soon as the smoke alarm sounds by developing and practicing a home fire escape plan:

Pull together everyone in your household and make a plan. Draw a floor plan of your home, showing two ways out of each room, including windows. Don't forget to mark the location of each smoke alarm.

Make sure that everyone understands the escape plan. Are the escape routes clear? Can doors and windows be opened easily?

If windows or doors in your home have security bars, make sure that the bars have quick-release mechanisms so that they can be opened immediately in an emergency. Quick-release mechanisms won't compromise your security - but they will increase your chances of safely escaping a

home fire.

Practice the escape plan at least twice a year, making sure that everyone is involved - from kids to grandparents. If there are infants or family members with mobility limitations, make sure that someone is assigned to assist them.

Agree on an outside meeting place where everyone can meet after they've escaped. Remember to get out first, then call for help. Never go back inside until the fire department gives the OK.

Have everyone memorize the emergency phone number of the fire department. That way any member of the household can call from a cellular phone or a neighbor's home.

Tell guests or visitors to your home about your family's fire escape plan. When visiting other people's homes, ask about their escape plan. If they don't have a plan in place, offer to help them make one.



**CIS Salutes is devoted to employee accomplishments (on and off the job), letters of appreciation and staff changes. Please send CIS Salutes news to: Lori Donlan - ldonla@michigan.gov.**

The Bureau of Commercial Services had several staff changes: **Cathlene Haskin** was promoted to supervisor of the Investigation staff in BCS Enforcement. New employees include **Christine Pioszak, Jackie Jerrigan, Moneah James** of the Licensing Division; **Marijane Arrendondo** and **Richard Whitacre** of the Enforcement Division; and **Amy Lindner** of the Audit Unit.

The Bureau of Safety & Regulation Occupational Health Division received a letter of thanks from Roger Wabeke, Professor, School of Medicine, Wayne State University for a two-hour lecture that **Anthony Casaletta** (Industrial Hygienist, District 5 - Farmington) gave to a group of resident physicians. "Wow! He did an outstanding, premier job. His technical expertise was evident. He ably fielded tough questions posed by the doctors. His candor was appreciated. He represented your department and the State of Michigan extremely well. His passion for good industrial hygiene was infectious. He is an asset to the profession, to the workers and industries in the State of Michigan, and to budding occupational health physicians." Great job, Tony!

Darrell Harden, Village Manager, Village of Schoolcraft recently wrote to compliment CIS Safety Officer **Robert Triplett**. He indicated that Robert conducted an

inspection of the village Department of Public Works and was very thorough and extremely pleasant to work with.

The Secondary to None Club of Toastmasters International is alive and well. The Club welcome 24th member, **Jennifer Fields** from Wage and Hour Division. On August 15, the club held their first annual contests for Humorous Speech and for Table Topics. A table topic is a one to two-minute impromptu speech. Winners from CIS were 1st - **Greg Kozak** (Occupational Health Division/Bureau of Safety & Regulation), and 3rd place- **Brian Mickelson** (Occupational Health Division/Bureau of Safety & Regulation). Winners advance to the area contest in September with other club contest winners. Congratulations to all participants!

**Suellen Cook**, Consultation Education & Training consultant, received a note of thanks from the "Michigan Association of Homes and Services for the Aging" (MAHSA) for a program she provided on nursing home safety.

Consultation Education & Training consultant **Rob Stacy** received a note of appreciation from the Southwest Safety Council for a tree trimming safety program he facilitated this summer in Grand Rapids.

The Bureau of Safety & Regulation staff changes: - **Brian Richmond** to the MIOSHA Information Division from the Bureau of Health Services. He also has worked for State Police and Office of Retirement Services.

- Construction Safety Division is pleased to announce that **Patricia Meyer** has accepted a supervisor position in our division effective September 1, 2002.

- Welcome to **Shannon Snyder** and **Elissa Gretzner**, new co-op students in General Industry Safety Division. Shannon is a senior at Grand Ledge High School. Elissa is a Charlotte High School student and will be working with Carolene VanEpps on assignment processing and file management.

-**Neo Leshon-Pule** started as an Industrial Hygienist student intern with the Occupational Health Division on Sept. 3, 2002. Neo is attending Madonna University.

**Paul Aiken**, industrial hygienist with the Occupational Health Division, recently conducted inspections at two SKD Automotive Group plants.

Although they were cited for not conducting annual audiograms, they still positively commented on their MIOSHA intervention. "We would like to express our appreciation to Mr. Paul Aiken, Industrial Hygienist, for the professional and thorough manner in which he conducted the audit." Thanks, Paul!